

W- 01303A-09-0343
SW- 01303A-09-0343



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid

Phone: MAR 31 P 4:10

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94157

Date: 3/31/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Qun Hui Chen

Account Name: Qun Hui Chen

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Buckeye

CBR:

State: AZ Zip: 85396

is: E-Mail

Utility Company. Arizona - American Sewer Company

Division: sewer

Contact Name:

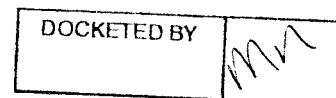
Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
DOCKETED

MAR 31 2011

From: Qun Hui Chen [mailto:
Sent: Tuesday, March 29, 2011 4:24 PM
To: Utilities Div - Mailbox
Subject: Arizona-American Water Company (Rates)



Yes, I am very mad and disappointed that this company was able to raise the rates by 100% (sewers) and still pending another rate increase in water consumptions by +82.89%. I just moved from another home in Buckeye (85326) to Buckeye 85396.

Due to the change, now my water company is no longer city provider. I just received my first water bill since the move, it is over \$120 for one month. As I read the bill, I am about to fall since the AZCC allows company to charge us \$40.00 flat fee and \$5.00 per 1,000 gallon. Just the sewer charges, that is a monthly bill for water and sewer and garbage from the City of Buckeye if I were in the same house prior to the move. Can I ask you what kind of equipment do they use to drain the water that it costs over \$40 flat and by volume per household?

How is that possible that I should pay for the sewer if I use the water to water my plants? I can understand for the consumption part but I am not sure that I should be charged for the sewer if some of the water went to my plants and grass and not down to the sewer.

With the fact that Arizona Corporation Commission allows any company to raise our utilities without reasonable and justifiable actuarial support, do you know that I will be paying \$200 per month just for water and that doesn't include garbage?

What you have done was unfair to all home dwellers. I have no option to get another provider as you promoted monopoly which is prohibited. I am expected someone to get back to me why we are paying such a high price.

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Is the water made of gold? I need some kind of answer from you regards to why they are allowed to charge us sewer by volume and how do they keep track of the water that went to the plants and not gone to the sewer? How do you justify in approving 100% rate increase in sewer rates? How are you going to justify an increase of 82.89% in water consumption rates? Is this what we get for our tax dollars? To pay overpriced/overcharged water rates?

Your response is greatly appreciated.
Qun

NOTE: Your form doesn't allow the friendly. If you look at the form that you have, you can see why. The message was only viewable in the first sentence. Do you do this on purpose so no one will submit a detailed complaint?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/31/11 responded with the following letter by e-mail

March 31, 2011

Qun Hui Chen
Buckeye, AZ 85396

Dear Sir/Madam:

Your comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

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Filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343
End of Comments

Date Completed: 3/31/2011

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